

CLAIMS

For the convenience of the Examiner, all claims have been presented whether or not an amendment has been made.

1. (Canceled)

2. (Canceled)

3. (Currently Amended) A method of providing self-supporting computer systems service-consumers, comprising:

detecting, with a computer system service-consumer, a fault that has occurred in the computer system service-consumer;

automatically consulting, using the computer system service-consumer, a service policy comprising one or more service policy rules associated with the computer system service-consumer to request a solution for the detected fault that occurred in the computer system service-consumer;

automatically determining, based on the service policy, one or more actions to be taken to respond to the request, the one or more actions related to providing the solution to the detected fault; wherein the one or more actions comprise:

determining, based on the service policy, a service level agreement associated with a user of the computer system;

determining, based on the service policy, whether a trouble ticket should be opened; and

determining whether a password associated with the computer system should be reset;

automatically initiating the one or more actions;

automatically invoking one or more service provider tools to perform the one or more actions in response to the request; and

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools wherein the communicating includes logging the one or more service

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events.

4-36 (Canceled)

37. **(Currently Amended)** A method of providing self-supporting computer systems ~~service consumers~~, comprising:

detecting, with a computer system ~~service consumer~~, a fault that has occurred in the computer system ~~service consumer~~;

automatically consulting, using the computer system ~~service consumer~~, a service policy comprising one or more service policy rules associated with the computer system ~~service consumer~~ to request a solution for the detected fault that occurred in the computer system ~~service consumer~~;

automatically determining, based on the service policy, one or more actions to be taken to respond to the request, the one or more actions related to providing the solution to the detected fault; wherein the one or more actions comprise:

determining, based on the service policy, a service level agreement associated with a user of the computer system;

determining, based on the service policy, whether a trouble ticket should be opened; and

determining whether a password associated with the computer system should be reset;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request.

38. **(Previously Presented)** The method of claim 37, further including:

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools.

39. **(Previously Presented)** The method of claim 37, wherein the service policy rules are specific to the computer system ~~service consumer~~.

40. **(Previously Presented)** The method of claim 37, wherein the software applications include over-the-counter applications, custom applications, or combinations thereof.

41. **(Canceled)**

42. **(Previously Presented)** The method of claim 37, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

43. **(Previously Presented)** The method of claim 37, further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.

44. (Currently Amended) A self-supporting computer system ~~service consumer system~~, comprising:

a memory configured to house a service policy comprising one or more service policy rules associated with a computer system ~~service consumer~~;

a processor configured to:

detect a fault that has occurred in a computer system ~~service consumer~~;

automatically consult the service policy to request a solution for the detected fault that occurred in the computer system ~~service consumer~~;

automatically determining, based on the service policy, one or more actions to be taken to respond to the request, the one or more actions related to providing the solution to the detected fault; wherein the one or more actions comprise:

determining, based on the service policy, a service level agreement associated with a user of the computer system;

determining, based on the service policy, whether a trouble ticket should opened; and

determining whether a password associated with the computer system should be reset;

automatically initiate the one or more actions; and

automatically invoke one or more service provider tools to perform the one or more actions in response to the request.

45. (Currently Amended) The system of claim 44, further including:

an interface operable to communicate through a web service with the computer system ~~service consumer~~ over the world wide web via a web-enabled application programming interface residing in the computer system ~~service consumer~~.

46 (Currently Amended) The system of claim 44, wherein the computer system ~~service consumer~~ includes one of a hardware device, a software application, or a combination thereof.

47. (Currently Amended) The system of claim 44, wherein the service includes handling an exception that occurred in the computer system ~~service consumer~~.

48. **(Previously Presented)** The system of claim 44, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

49. **(Currently Amended)** The system of claim 44, wherein the one or more actions comprise servicing the computer system ~~service-consumer~~ in response to the computer system's ~~service-consumer's~~ request, and further including:

an analysis tool operable to receive events occurring as a result of servicing the computer system ~~service-consumer~~, the analysis tool further operable to modify the service policy based on received events.

50. **(Currently Amended)** A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps of providing a self- supporting computer system ~~service-consumer~~, the method comprising:

automatically consulting, using the computer system ~~service-consumer~~, a service policy comprising one or more service policy rules associated with the computer system ~~service-consumer~~ to request service;

automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the computer system ~~service-consumer~~; wherein the one or more actions comprise:

determining, based on the service policy, a service level agreement associated with a user of the computer system;

determining, based on the service policy, whether a trouble ticket should be opened; and

determining whether a password associated with the computer system should be reset;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request for service, wherein:

allowing the computer system ~~service-consumer~~ to automatically consult the service policy comprises:

receiving the request for service from the computer system ~~service-consumer~~ independent of a user-initiated request for service; and

comparing the request for service with the service policy.

51. **(Currently Amended)** The program device of claim 50, wherein:

the computer system ~~service-consumer~~ is a processor-controlled device that requires servicing.

52. **(Currently Amended)** The program device of claim 51, wherein:
the policy includes instructions for servicing the computer system service
~~consumer~~; and
the one or more actions comprise servicing the computer system service ~~consumer~~
in accordance with the instructions; and
servicing the computer system service ~~consumer~~ comprises repairing a fault in the
computer system service ~~consumer~~.

53. **(Currently Amended)** The program device of claim 50, wherein:
the computer system service ~~consumer~~ is a processor-controlled device that requires
servicing;
the steps of allowing, automatically determining, automatically initiating, and
automatically invoking occur at a service provider;
servicing the computer system service ~~consumer~~ comprises repairing a fault in the
computer system service ~~consumer~~; and further comprising:
when it is determined that the computer system service ~~consumer~~ needs servicing,
automatically linking the computer system service ~~consumer~~ to the service provider to
enable the service provider to service the computer system service ~~consumer~~.

54. **(Currently Amended)** The program device of claim 50, further comprising
determining from the policy whether the computer system service ~~consumer~~ is covered by a
warranty covering the request for service.

55. **(Previously Presented)** The program device of claim 50, further comprising
modifying the one or more service policy rules in response to one or more service events that
occurred as a result of the one or more actions.

56. **(Currently Amended)** The program device of claim 53, wherein the
computer system service ~~consumer~~ and the service provider are separate entities.

57. **(Previously Presented)** The method of Claim 37, wherein the one or more
actions provide the solution to the fault.

58. **(New)** The method of Claim 1, wherein the one or more actions further comprise determining, based on the service policy, whether a vendor associated with computer system can provide a solution to the detected fault.

59. **(New)** The method of Claim 1, wherein the one or more actions further comprise determining, based on the service policy, whether a knowledge base contains information related to the detected fault.

60. **(New)** The method of Claim 1, wherein the one or more actions further comprise determining, based on the service policy, whether software associated with the computer system should be updated.